

OFFICIAL
ILLINOIS
COMMERCE COMMISSION

2002 OCT 21 P 3 24

CHIEF CLERK'S OFFICE

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 02-0680

ORIGINAL

Regarding a complaint by (Person making the complaint):

Maxine Johnson

Against (Utility name):

Peoples Energy

As to (Reason for complaint)

Inaccurate Billing/Erroneous Balance due/Estimating Billing

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

3947 West Polk Street Apt. 1 Chicago, IL. 60624

The service address that I am complaining about is

3947 West Polk Street Apt. 1 Chicago, IL. 60624

My home telephone is

(773) 722-4499

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 722-4499

(Full name of utility company)

Peoples Energy

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83 I S 200.140

83 I Sec 200.150

83 I Sec 200.170

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

① I am disputing an erroneous \$200.00 outstanding balance due on my account, which has led to a disconnect of service final notice. I made this payment March 2002, yet it was never credited to my account. This circumstance began on March 7, 2001 when I spoke with Ms. K. Staley (Special Services) of Peoples Energy about the status of my account, since we had spoke months prior when I had previously inquired and disputed inaccurate billing that was attributed to my usage. ② Ms. Staley and I spoke at length (over an hour) going over the numbers and figures, as I pointed out erroneous charges and over-estimation mistakes that were used to formulate my bill. As much as 35-41% higher than usual by my calculations. As we continued to labor through comparisons and figures (\$501.00 was mine) it became quite involved and Ms. Staley stated that she would have to take a breather, recalculate and clean up the adjustments to make sense of it all and issue a revised account status and that I should submit a payment to get my account back to active standing. (Continued on sheet of paper)
Please clearly state what you want the Commission to do in this case: \$200.00 payment credited; and That my service be restored and reconnected without payment of this stated balance due and or security deposit and reconnection charges, Late fee charges refunded or deducted (\$29.76 to date and counting) and that all future bills be based upon actual not estimated usage and readings.

Date: October 16, 2002
(Month, day, year)

Complainant's Signature Maxine Johnson

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

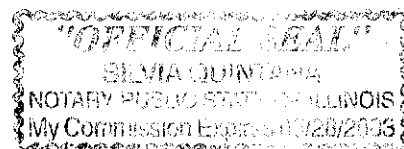
A notary public must witness the completion of this part of the form.

I, MAXINE JOHNSON, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Maxine Johnson

Subscribed and sworn/affirmed to before me on (month, day, year) 10/17/02

Sylvia Quintana
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

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- ③ Ms. Staley contacted me later the same day to summarize and confirm her revised figure which she stated to be \$516.⁶¹/₁₀₀, and she also reiterated that I should therefore submit a payment to get my account back to Active standing.
- ④ I did make a payment, \$200.⁰⁰/₁₀₀ that was confirmed received March 11, 2002, however it was not credited to my account, which causes the discrepancy of an outstanding balance due of \$200.⁰⁰/₁₀₀. All my efforts and call backs to Ms. Staley and Peoples Energy to resolve this oversight has been to no avail and my account is left with the erroneous \$200.⁰⁰/₁₀₀ balance due.

Maxine Johnson

MAXINE JOHNSON

Silvia Quintana
NOTARY PUBLIC

Silvia Quintana

